

## **ABSTRACT**

An improved computer telephony (CT) server which utilizes a standard message structure to communicate with applications, but may interface such applications to a variety of different telephony environments by translating the standard message structure used by such applications into the specific message structure required by each such telephony environment. The aforementioned telephony environments may include PBXs, ACDs, packet telephony environments and public switched telephone networks. The desired telephony environment may be chosen by the application, or by the computer telephony server, some combination of both, or entirely automatically.

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